Consumers Energy
Count on Us®

HOUSE ENERGY POLICY COMMITTEE

Lisa DeLacy
Executive Director of Smart Energy

HOUSE BILL 4220

March 7, 2017

Consumers Energy
Count on Us®

Thank you, Mr. Chairman and members of the Committee, for the opportunity to testify today. My name is Lisa DeLacy, and I am the Executive Director of Consumers Energy's Smart Energy™ program. I am joined today by Dennis McKee, one of our two Smart Energy communications directors. We are here to testify in opposition to House Bill 4220.

Consumers Energy provides natural gas and electricity to 6.7 million of the state's 10 million residents – with service territory in all 68 Lower Peninsula counties. To reliably serve our customers day in and day out, we rely on a complex system of infrastructure – owned and operated by Consumers Energy – including substations, poles, wires, transformers, voltage regulators and electric meters. The meter is an indispensable piece of our infrastructure, ensuring safe, accurate and cost-effective customer service.

Throughout our 130-year history, we've strived to put our customers first – focusing on continuous improvement and providing value for every energy dollar. The Smart Energy program is no exception. It sets the foundation for a future of continuous improvement by allowing us to more accurately understand the energy demands of our customers and make informed decisions about how to invest in Michigan's energy future. It also allows us to better respect our customers' right to privacy by alleviating our need to enter homes, basements, yards, etc. to perform physical meter reads.

These upgraded meters establish two-way communication between the company and the customer, resulting in numerous customer benefits:

- Improved bill accuracy through the elimination of estimated meter reads;
- Online energy-use data through our web portal, allowing the customer to review their energy use and putting more power into their hands in determining when and how to lower their bill;
- Notification of outages, providing better restoration efforts for all of our customers; and
- Modernization of the power grid, increasing the efficiency and safety of our system.

In addition to the above benefits, this technology lays the foundation for new customer-centric program offerings and enables more cost-effective and efficient operations – ultimately improving our customer experience. These **voluntary** customer programs include:

- Peak Power Savers, allowing customers to save money by cycling their air conditioner when energy market prices are high;
- Time of Use Pricing, enabling a customer to choose to move their energy use to times of the day when market prices are lower, again saving money; and
- Pay My Way, empowering customers to control their energy use by paying ahead.

Currently, we have more than 1.4 million upgraded electric meters across the state. By the end of this year, we will have updated electric meter technology across our service territory, improving value for our 1.8 million electric customer accounts.

Although we began installing meters in 2012, this program actually started with research many years earlier to fully evaluate our options and make the best decision for our customers. Based on the research, we selected a secure, point-to-point cellular technology, utilizing the existing cellular telephone network. This technology is secure and private.

Each meter sends a text-message-type communication securely through the Verizon network to our Operations Center in Jackson, Mich. The individual electric meters do not communicate with one another, and the information that is sent to our Center in Jackson is encrypted and coded; the messages do not contain any personal information – no names, no addresses, not even the customers' account numbers.

After deciding on the best technology to serve our customers, we settled on a robust communication strategy to inform our customers of the updates and added value they could expect. We based the strategy on communicating early and often, using a multi-phase approach beginning about one year prior to installation, with media and attendance at local meetings.

Approximately one month before installation, we communicate directly with the customer about their upcoming meter upgrade by mailing a postcard, followed by a letter about two weeks before our service technician arrives at their home. Both mailings contain a

phone number and website address the customer can utilize if they have questions or are interested in opting out.

If a customer calls and wants to opt out, we discuss their concerns and explain the benefits of the meters. Each opt-out call is handled on an individual basis, and we work with the customer to find the best solution for their home or business.

On the weekend before the installation, a phone call is made to inform the customer that a service technician will be visiting their home to install their new meter. On the day of their meter installation, our service technician has a conversation with the customer and leaves a green door hanger with more information. If we are unable to make the exchange for any reason, a blue door hanger is left, letting the customer know the details specific to their case.

We are proud of our communication strategy, and our customers are responding positively to the installation experience. Satisfaction levels for the company as measured by Net Promoter Score, which is the likelihood that a customer would recommend our company to their family and friends, have improved in the Muskegon (38 percent improvement), Zeeland (49 percent improvement), Grand Rapids (57percent improvement), Flint (87 percent improvement) and Kalamazoo (140 percent improvement) areas since we began this program.

Although the overwhelming majorities (99.55 percent) of our customers are accepting the opportunities upgraded meters bring, we have a choice for the one-half of one percent of our customers who do not accept the new meters as part of their Consumers Energy utility service.

Our Non-transmitting Meter Program utilizes a digital, non-communicating meter technology. The MPSC reviews and approves the costs of providing this opt-out program, and it is governed by the terms of an MPSC tariff. The program costs are paid for by the program participants.

Consumers Energy has significant concerns about the proposed legislation, because it:

- Is conflicting with data privacy and security policies already in place;

- Would impair our responsibility to deliver safe, accurate and cost effective energy service to our customers; and
- Shifts the costs of older equipment to customers that have accepted the upgraded meter technology.

I am proud of the work Consumers Energy's 7,400 employees and 7,500 contractors perform across Michigan every day, and I'm particularly proud of the contributions the Smart Energy team is making to enhance service and interactions with our customers.

We are working hard to provide energy that works smarter for our customers, and Consumers Energy's Smart Energy program is a reflection of how we can use technology to improve customer value. I urge the Committee to vote no on this legislation so that we can continue this successful program.

I am happy to provide answers to any questions you may have. Thank you.

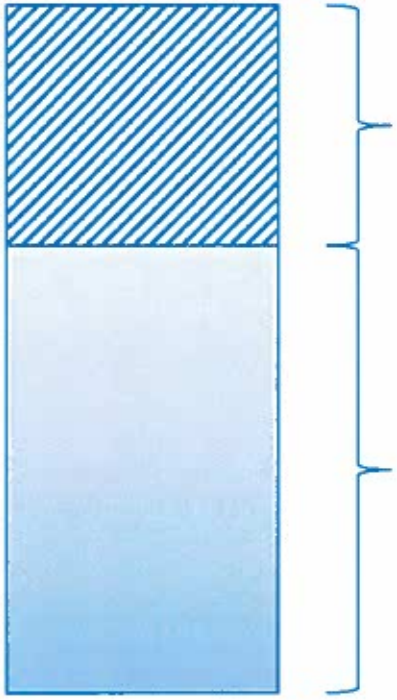
PATRICK COLBECK
STATE SENATOR
DISTRICT 7

Smart Meters

System Reliability Impacts

Reliability Model

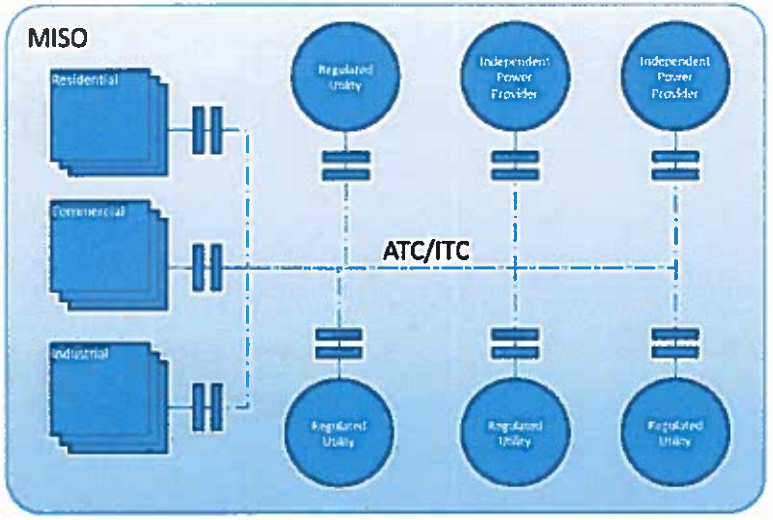
PATRICK COLBECK
STATE SENATOR
DISTRICT 7



AES Market

Regulated Utilities Market

Capacity Model



System Model

Smart Meter

PATRICK COLBECK
STATE SENATOR
DISTRICT 7

- Smart meters are the foundational components for the so-called “smart grid”
- Smart meters connect each home to an AMI Communications Network
- Enables remote regulation and shutoff of power to individual homes

Smart Meter Security Threats

PATRICK COLBECK
STATE SENATOR
DISTRICT 7

Security Issue	Description	Security Goal Compromised	Security Threat Level
Listening	Unauthorized people listening to the AMI communication. • Eavesdropping • Traffic Analysis • EMRF Interception • Indiscretions by Personnel • Media Scavenging	Confidentiality	High
Modification	Unauthorized modification of the AMI data. • Intercept/ Alter • Repudiation	Integrity	High
Interactions	Interactions of AMI components with the environment could lead to unauthorized access to AMI communication information, modification of AMI data, denial of service to authorized users, and non-repudiation. • Masquerade • Bypassing Controls • Authorization Violation • Physical Intrusion • Man-in-the-Middle • Integrity Violations • Theft • Replay	Confidentiality Integrity Availability Accountability	High
Planted in System	Malicious code/components planted in the system could lead to unauthorized access to AMI communication information, modification of AMI data, denial of service to authorized users, and non-repudiation. • Virus/Worms • Trojan Horse • Trapdoor • Service Spoofing	Confidentiality Integrity Availability Accountability	High

Security Issue	Description	Security Goal Compromised	Security Threat Level
Denial of Service	It is an attempt to make AMI system resources unavailable to its intended users. • Resource Exhaustion • Integrity Violations	Availability	High
After-the-Fact	Denial of action that took place or Claim of the action that did not take place is covered under this category. • Stolen/Altered • Repudiation	Accountability	Medium
Insider Attack	The insider attack would take advantage of access to systems at the opposite end of the AMI system from the customer endpoint.	Confidentiality Integrity Availability Accountability	Low to High
Unauthorized Access from Customer Endpoint	There is a potential for AMI to allow access to the bulk electric grid from the residential or small business customer endpoint	Confidentiality Integrity Availability Accountability	High
Cheating Customer	The customer at an endpoint would attack to achieve the goal of reduced cost of electric and/or natural gas use.	Confidentiality Integrity Availability Accountability	Low to High

SOURCE: SMART GRID CYBER SECURITY POTENTIAL THREATS, VULNERABILITIES AND RISKS, May 2012, Prepared by California State University, Sacramento

Risks

PATRICK COLBECK
STATE SENATOR
DISTRICT 7

National Security

Business Liability

Family Security

National Security

PATRICK COLBECK
STATE SENATOR
DISTRICT 7

"A so-called 'Smart Grid' that is as vulnerable as what we've got is not smart at all. It's a really really stupid grid"

- James Woolsey, former CIA Director, 2011

Business Risk

PATRICK COLBECK
STATE SENATOR
DISTRICT 7

DTE 10-K Filing

"*Threats of terrorism or cyber-attacks could affect the Registrants' business.* The Registrants may be threatened by problems such as computer viruses or terrorism that may disrupt the Registrants' operations and could harm the Registrants' operating results. The Registrants' industry requires the continued operation of sophisticated information technology systems and network infrastructure.

Despite implementation of security measures, all of the Registrants' technology systems are vulnerable to disability or failures due to hacking, viruses, acts of war or terrorism, and other causes. If the Registrants' information technology systems were to fail and they were unable to recover in a timely way, the Registrants might be unable to fulfill critical business functions, which could have a material adverse effect on the Registrants' business, operating results, and financial condition.

In addition, the Registrants' generation plants and electrical distribution facilities and, for DTE Energy, gas pipeline and storage facilities, in particular may be targets of terrorist activities that could disrupt the Registrants' ability to produce or distribute some portion of their products. The Registrants have increased security as a result of past events and may be required by regulators or by the future terrorist threat environment to make investments in security that the Registrants cannot currently predict."

Family Security

PATRICK COLBECK
STATE SENATOR
DISTRICT 7

No surge protection	• Fires
No conducted emissions filter	• Premature appliance failures
Cyber security "back door"	• Individual meters provide access for hackers to AMI
Infrared light emission	• Indicator of whether or not home is occupied
No circuit breaker between meter and power source	• Fires

Call to Action

PATRICK COLBECK
STATE SENATOR
DISTRICT 7

- Please restore empower consumers to make decisions about whether or not to accept these risks to their family's security
- Please support HB 4220

BACKUP

Smart Grid Network

PATRICK COLBECK
STATE SENATOR
DISTRICT 7

ERROR: ioerror
OFFENDING COMMAND: image

STACK:

-dictionary-

SaskPower to remove 105,000 smart meters following fires

8 unexplained fires associated with new devices that measure power consumption

CBC News Posted: Jul 30, 2014 2:53 PM CT Last Updated: Jul 31, 2014 11:20 AM CT

The Saskatchewan government has ordered its power utility SaskPower to remove 105,000 so-called smart meters installed at homes and businesses across the province, following concerns about eight unexplained fires associated with the units.

The minister responsible for the provincial Crown corporation, Bill Boyd, announced the move Wednesday.

"The concerns about safety are paramount here," Boyd told reporters in Regina. "The concerns are significant enough that we believe that any time that families are at risk here in Saskatchewan, actions have to be taken. That's why we've directed SaskPower accordingly."

- SaskPower identifies 2 more smart meter failures

The issues with the smart meters in Saskatchewan have prompted the city of Medicine Hat, Alta. to halt installations of its automated electricity meters as well.

- Smart meter fires prompt Medicine Hat to halt switchover

Questions about the meters surfaced in July when SaskPower announced it was investigating a handful of cases where newly installed meters malfunctioned. In all cases, the failures only affected the outside of a home and no one was hurt.

SaskPower had put its meter replacement program on hold while it investigated the fires. As of Monday, eight had been reported.

Boyd said it was still not known why the units failed.

Sensus Corporation, the company that supplied the meters, said in a statement to CBC News Wednesday that it has millions of meters operating safely across North America.

"We have no confirmation that the meter is the source [of the fire problems]," the statement said. "We are working with SaskPower to understand what specific events led to those issues and to determine the best course of action. The investigation is still underway."

Sensus is a multinational company servicing the utility industry with headquarters in the U.S. and operations around the world.

Cost of swap in the millions

According to officials, it will take about six to nine months to swap out the meters already installed. That is expected to cost about $90 per customer — $45 for a different meter and $45 for the work. That works out to around $9.5 million for the entire province. SaskPower also has a cache of more than 100,000 new devices in storage that will not be used.

Later on Wednesday, SaskPower indicated it expected the overall cost of the recall could reach $15 million. On Thursday, officials added that the cost already spent on the smart meter program was $37 million.

It was not immediately clear who would cover the costs associated with the swap. Boyd said he hoped to recoup the money from the company that supplied the meters.

The minister also said SaskPower will conduct an internal review to examine how the company came to select Sensus meters for its system-wide replacement program.

"Certainly, the initial goals [of the replacement program] were right," Boyd said. "[To] provide a better meter, a better understanding of power usage of individual homes."

Boyd did not rule out the possibility of SaskPower using smart meters again some time in the future, but said their reintroduction would have to be carefully evaluated.

"We are not going to see these smart meters installed any time soon, that's for sure," he said. "We will continue to evaluate the technologies going forward. We'll continue to evaluate additional smart meters going forward and look at them in the context of Saskatchewan's climactic conditions to ensure that they will be absolutely safe."

Sensus statement:

"Be assured that there are no safety issues with Sensus electric meters that support today's decision by the provincial overnment of Saskatchewan.

Safety is our number one priority, and all Sensus meters are subject to rigorous testing and meet or exceed all industry safety standards.

We have no confirmation that the meter is the source. We are working with SaskPower to understand what specific events led to those issues and to determine the best course of action. The investigation is still underway.

Sensus underscores the critical importance of careful meter installation procedures, including the examination of meter boxes and wiring at installation, training of meter installers and the need to have rapid remedial action when field problems are observed.

There are approximately 10 million Sensus meters in North America operating safely and reliably."

The smart meters, which are manufactured by Sensus Corporation, allow SaskPower to bill customers for the power they use each month rather than relying on estimates between meter readings. The utility introduced the replacement program in October 2013.

No changes for some Saskatoon residents

The government's move applies to customers of SaskPower throughout the province, but does not apply to parts of Saskatoon that receive service from that city's power and light utility. According to Saskatoon officials, their meter replacement program, which uses a different supplier, has not had any problems.

"We have not heard any reports of problems with the Elster brand meters," Kevin Hudson, a Saskatoon city official, said in a statement Wednesday.

Saskatoon has about 60,000 customers on its system and said half of them have new meters.

SaskPower had been planning to replace a total of 500,000 meters.

Among the features of the new meters was an ability to transmit power usage data through a radio frequency, making it unnecessary for a meter reader to enter a home. That feature had not been implemented for the new meters already installed but was part of the overall plan for the new technology.

Replay the live chat below, or if you'd like to weigh in, leave your thoughts in the comment section.

Join online host Matt Kruchak from Monday to Friday between 6-8:45 a.m. on cbc.ca/saskatoon for a lively and engaging live chat. While chatting, tune into Saskatoon Morning on 94.1 FM with host Leisha Grebinski.

- On mobile? Replay the live chat here

Energy Committee Hearing
Bill HR4220
March 7, 2017

Submitted by:
Richard Meltzer
(contact info at end)

Hello and thank you for the opportunity to speak before the committee today. I am here to support Rep. Glenn's bill HR 4220.

I'd like to address the issue of cost recovery as it pertains to DTE's opt-out fees. First, in MPSC case U-17053 DTE testified under oath there is no distinction between an AMI smart meter with its transmitter disabled and an analog meter. And under oath they also acknowledged there is no mandate in Michigan law that requires the AMI meter to be installed (Sitkauskus 3 T 416).

In DTE's punitive opt-out plan customers have to pay an extra charge and yet are saddled with the very meter they are trying to avoid. A smart meter still has electronic characteristics that are disruptive to electro-magnetic sensitive individuals even with the transmitter off.

Allowing a customer to retain their current analog meter actually saves the expense of the new meter as well as the labor cost to install it. Allowing homeowners to report their own meter readings – like we did years ago – perhaps based on credit worthiness and occasional audit, saves the cost of the meter reader.

DTE is quick to pass incurred expenses along to a special class of customers but when there's opportunity to have those same customers save DTE money by not requiring the cost of a new meter, DTE defers. Apparently DTE picks and chooses when to absorb various business expenses.

Also note that U-17053 established a projected customer opt-out rate of a meager two-tenths-of-one-percent (0.2%).

Many businesses in a competitive environment absorb such minor expenses as a cost of doing business - especially companies that place a high value on customer satisfaction. But DTE does not operate in a competitive environment and does not fear losing customers.

And where is the concern for DTE's added expense resulting from additional cyber security staff necessary to protect these computerized smart meters? Why should opt-outers share that cost burden? And what of the replacement cost for the considerably shorter lifespan of an AMI smart meter?

In a case contesting the MPSC's past opt-out decision, Judge Peter O'Connell of the Michigan Court of Appeals stated (Docket No. 317434; 317456, LC No. 00-017087)

"...the opt-outers...receive no benefit from the AMI smart meter program and must actually pay to be excluded from it, but then the opt-outer must also share in the costs of the program because of the increase to the base rate. ...I cannot discern the reason to penalize those individuals that choose not to be associated with the AMI program."

So in conclusion, we turn to our legislators to provide the relief in this matter that has only been met with indifference at the MPSC. We simply want to exercise our freedom of choice regarding the technology that is placed on our property.

Richard Meltzer
20850 Wink St.
Southfield, MI 48076
(248) 356-4835 home / office
(248) 320-4115 mobile
richard_meltzer@hotmail.com

David Lonier
1842 Commonwealth
Auburn Hills, Michigan 48326
248-373-9111

House Energy Policy Committee
124 North Capitol Avenue
Lansing, Michigan 48933

March 7, 2017

Dear Honorable Chairman and members of the House Energy Policy Committee,

I am writing in support of House Bill 4220, because it addresses the concerns that many of us utility customers have about the new smart meters that are being installed upon Michigan homes and businesses.

I know of a number of people who desperately wanted to attend these hearings but were unable to do so due to their electro/RF/EMF-hypersensitivity. Lansing is saturated with RF/EMF radiation. Two years ago when I testified at the McMillin oversight hearing, there were 97 cell towers and 438 communication RF relay antennas located within a 4 mile radius of this building. Today, 2 years later the number of cell towers has increased to 103 and antennas to 452.

If you watched the video I left with you two weeks ago, you will have seen how blood cells clump together and become deformed on everyone in proximity to the EMF and microwave radiation that's emitted by smart meter technology. Sadly, some people are highly sensitive to this biological assault and reactions vary from none to extreme discomfort.

It would stand to reason that the radiation level from numerous towers, antennas and meters located in close proximity would be greater than from just one isolated device. However the only tests that have been performed to determine the safety of the smart meters were with a test subject standing near a single smart meter and measuring the temperature of his cells. If no increase was detected, the radiation was determined to be of the non-ionizing variety and therefore, safe. One would think there would have been further testing on humans in proximity to a multitude of cell towers, relay antennas and meters, such as exists in Lansing. Attached is a written statement from the MPSC that to their knowledge, no such tests have been performed.

Common sense would tell anyone of average intelligence that a sea of microwave radiation should raise legitimate concerns. People have had to move from their apartments where banks of 30 smart meters or more have been installed on a wall adjacent to their living quarters and caused horrendous health issues for the tenants.

Attached is a report showing existing transmitting and receiving cell towers and antennas within a 4 mile radius of where we are today and on the reverse side is the highlighted statement from the MPSC stating that they are not aware of any research exploring the collective radiation from the existing sources of non-ionizing radiation within a given area.

The 'Precautionary Principle' tells us that when there is a plausible uncertainty of harm to humans, action shall be taken to avoid the plausible harm. The utilities have ignored this principle with their forced installation of smart meters, in spite of evidence far beyond 'plausible' uncertainty of harm. This is unacceptable and needs to be rectified, which HB 4220 is intended to do.

Thank you for your diligence in this vital matter and your vote to move the bill to the House Floor, and on into law…

Respectfully submitted,

David Lonier
Precinct Delegate
2014 Nominee to State House of Representatives

Report Viewer

Your AntennaSearch Report is ready!

(124 N Capitol Ave, Lansing, MI 48909)

- Results Summary -

Search Radius at max - 4.0 miles.

As of 12/01/14

- **97 Tower** Structures Detected!
- **2 New Tower** Applications Detected as of 11/29/14!
- **438 Antenna** Locations Found!

2/26/17

103 Cell Towers

452 Antennas

- Detailed Results (Maps, Owners, etc.) -

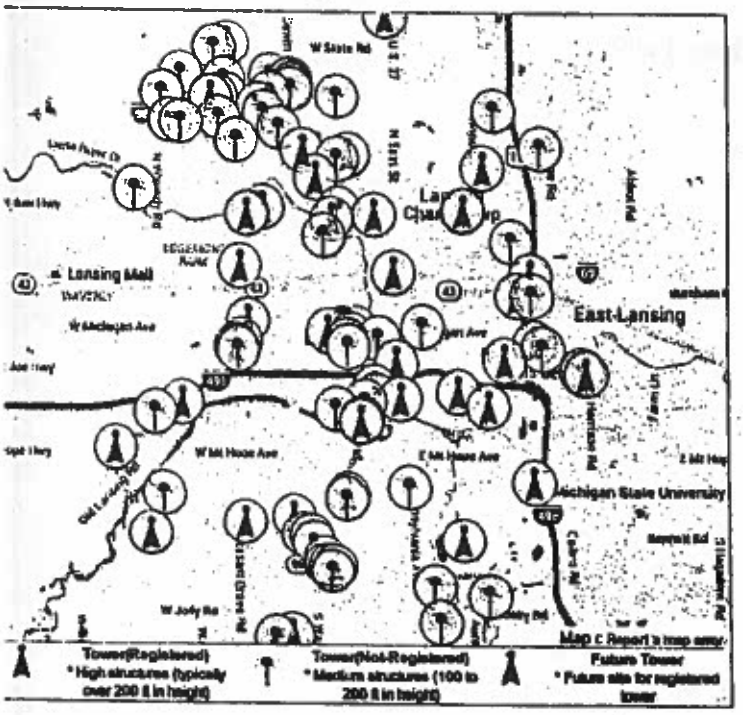
Click for Tower Results -> View Tower Results

Download Records

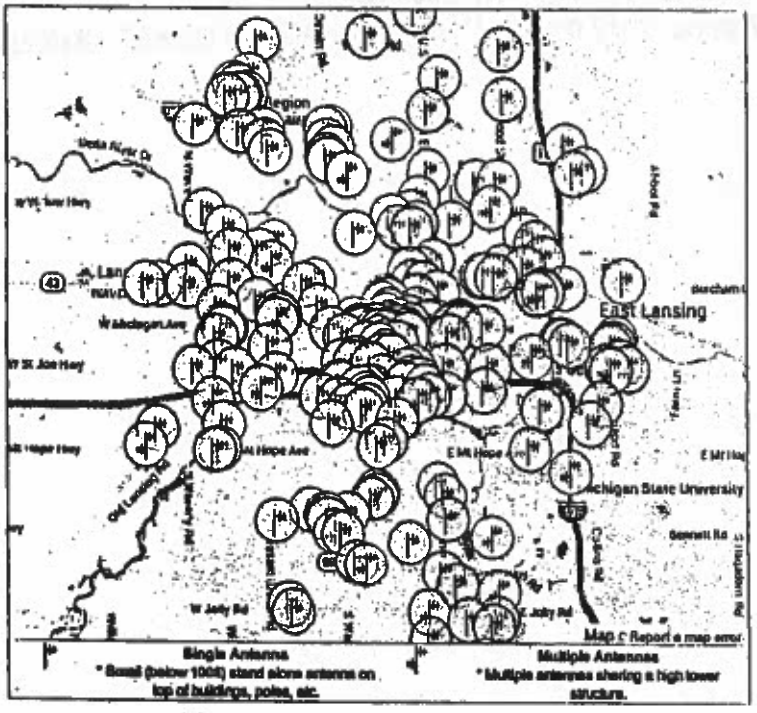
Click for Antenna Results -> View Antenna Results

Download Records

r Structures - (124 N Capitol Ave, Lansing, MI 48933)



• Antenna Sites - (124 N Capitol Ave, Lansing, MI 48933)



David Lonier

From: Hudson, Patrick (LARA) [hudsonp1@michigan.gov]
Sent: Thursday, November 10, 2011 9:59 AM
To: 'davidlonier@gmail.com'
Subject: Inquiry about smart meters from Hamtramck public forum

Mr. Lonier,

Thank you for your inquiry about smart meters at the Hamtramck public forum held by the Michigan Public Service Commission. You asked this question:

Are there tests completed that monitor RF emissions in the aggregate?

The Public Service Commission is not aware of any research that has explored the collective EMF exposure from all of the existing radio, electric network, home and business appliances, automobile applications, etc. that people get exposed to every day.

Thank you for attending the public forum, and thank you for your interest an inquiry regarding smart digital meters.

Patrick Hudson
Smart Grid Section Manager
Electric Reliability Division
Michigan Public Service Commission

No virus found in this message.
Checked by AVG - www.avg.com
Version: 2012.0.1869 / Virus Database: 2092/4607 - Release Date: 11/09/11

COVER

21 Feb 2017

TO: Michigan House of Representatives
Energy Committee

FROM: Barbara Lewis-Clark
18485 Oakfield St.
~~Detroit~~, MI 48235
(313) 399-4247

Re: HB 4220

Dear Energy Committee,

Please read my attached
need and concern for choice on
analog meter. Thank you

Pages: 11 including cover

EXHIBIT C 1 of 3

18 February 2015

Advanced Metter Team
DTE Energy Company
One Energy Plaza
Detroit, MI 48226-1221

Re: DTE Energy Advance Meters and My Health

Dear DTE Energy,

You have installed several smart electric meters on my home over the last few years without my knowledge and full disclosure of their functions. A gas meter was installed in 2014. Your advanced meters have adverse effects on my health and home including my primary

First, I received a letter dated August 13, 2013, Exhibit A stating that you will begin installing advanced meters in my area. The truth is DTE Energy had installed advanced meters on my home prior to 2013. Another advanced meter was installed January 28, 2015 per DTE Energy with a label around it that reads "Danger" in red. A letter dated, January 27, 2015 was received with the same verbiage as the first letter Exhibit B.

Second, upon receiving the first letter which stated an Opt-Out Program with fees and non-transmitting digital meter; I called to enroll. I thought the Opt-Out program would allow me to retain the analog meter. I was wrong.

DTE Energy NEVER intended for me to use the Opt-Out Program. My reasons for this conclusion are: 1. DTE Energy never enrolled me into the program when I first called in 2013 or in 2015. 2. No fees were added to my account per letters (Exhibits A and B. 3. Your lack of honesty may have contributed to my health issue 4. In 2014, my furnace was kicking off and on 24 hours, shorten its useful life. 5. My lights in my home and on the television were rebuilt images. Your intent was to spy on me and do great bodily harm.

Third, I developed Guillain Barre Syndrome in 2010. Totally paralyzed in 2011 at Providence Hospital and University of Michigan Medical Center. Please remove the AMI and/or digital electric meter from my property and replace it with an analog meter. To your credit the gas advanced meter radio was removed; however, I must confirm it with an independent source. Are there analog gas meters? If so, please replace my gas (digital) with an analog.

Fourth, stop coming to my home when I am not here like a thief in the dark to replace/change the advanced meters. Please call me (313)399-4247 prior to replacing the current meters with analogs to confirm the installation. I will protect my health. I do not smoke, drink or use drugs. Never have. Please stop comparing advanced meters with cell phones. People choose to purchase cell phones. People do not choose dirty electricity and radiant energy in any form to run thru the wiring in their homes to effect their health negatively.

(3) EXHIBIT C 3 of 3

And, I do have a land phone.

Finally, transmission via separate phone and recording is illegal per FBI. Please come to replace these current advanced meters within the next three weeks.

Thank you very much.

Sincerely,

Baldwin Tenn (last)
18485 Oakfield St.
Detroit, MI 48235
(313)399-4247 phone
2544 007 00038 account number

cc: Gerard (Jerry), CEO
DTE Energy
One Energy Plaza
Detroit, MI 48226

Page: 3

DTE Energy Company
One Energy Plaza, Detroit, MI 48226-1221

EXHIBIT C-(A)

DTE Energy

February 28, 2015

Ms. Barbara Lewis
18485 Oakfield St.
Detroit, MI 48235-3058

Dear Ms. Lewis:

You recently contacted us regarding the installation of a new advanced meter. We want you to know that DTE Energy values you as a customer and genuinely appreciates your concerns.

DTE is currently upgrading all of its residential and commercial meters to advanced meters. The enclosed brochure has information on our program. You may also find additional information and answers to more specific questions on our web site at www.dteenergy.com.

DTE remains confident in the safety, security and benefits provided by advanced meters. However, some customers have requested to have the ability to opt-out of our advanced meter program. In this case, residential customers that choose to voluntarily opt-out of this program may do so by calling DTE Energy at 1-800-477-4747. As a participant of the Opt-Out Program, the following fees will be assessed to your account:

- **$67.20 AMI Opt-Out Initial Fee**
- **$9.80 AMI Opt-Out Monthly Charge**

Please be advised that analog meters are no longer available to DTE customers. Analog meters are obsolete and currently not in production. The Michigan Public Service Commission has approved DTE's Opt-Out Program to allow customers to have a **non-transmitting (radio-off) digital meter, only.** The terms under which you accept your electrical service do not permit you, or any customer, to unilaterally select individual component pieces of equipment used to deliver or measure electricity.

We hope this information answers your questions and alleviates your concerns, and we thank you for taking the time to contact us.

Sincerely,

Joseph McCormick
The Advanced Metering Team

COVER

12 OCTOBER 2016

TO: MICHIGAN PUBLIC SERVICE COMMISSION
(517) 284-8100 phone
(517) 284-8304 fax

FROM: BARBARA LEWIS-CLARK
18485 OAKFIELD ST.
DETROIT, MI 48235
(313) 399-4247 phone

PAGES: 9 INCLUDING COVER

RE: MY HEALTH & SMART METERS – EXHIBITS A-E

1. EXHIBIT A: FACTS (PERSONAL) DATED 19 SEPT 2016
2. EXHIBIT B: LETTER TO DTE, DATED 18 FEB 2015 (4 PAGES)
3. EXHIBIT C: LETTER FROM DTE, DATED 21 OCTOBER 2015
4. EXHIBIT D: LETTER FROM DTE, DATED 29 AUG 2016
5. EXHIBIT E: FACTS

DTE HAS PLACE 5 DIFFERENT METERS ON MY HOME SINCE 2009 OR 2010.

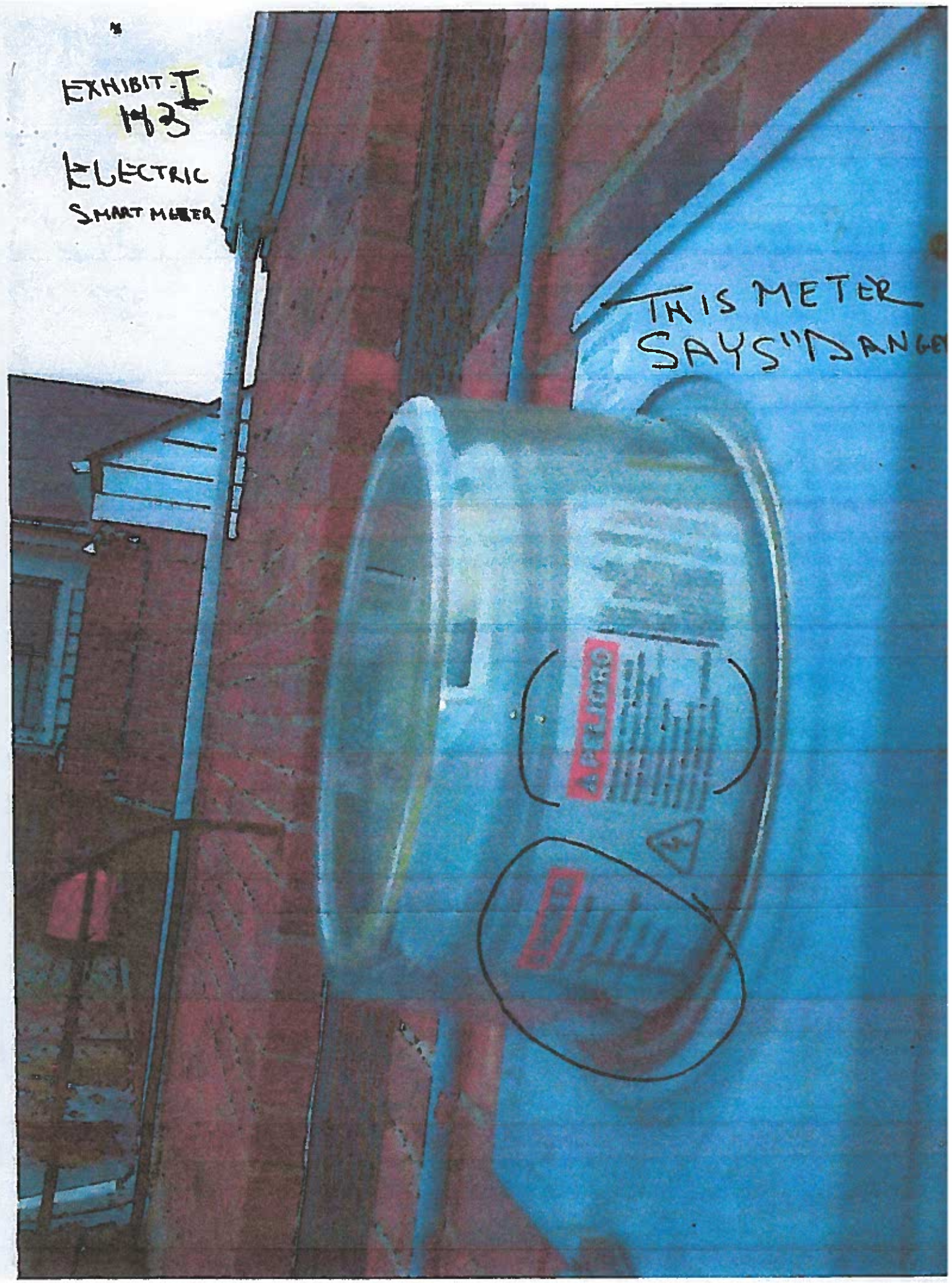


EXHIBIT I
M3
ELECTRIC
SMART METER
THIS METER
SAYS "DANGE

2544007000038 0021134 B

EXHIBIT A

Payment Coupon

DTE Energy

AVOID SHUTOFF PAY $129.38 BEFORE 06/12/2013

#1 SC 16877C 48

Please indicate amount paying $_____

Account Number	2544 007 0003 8
**AVOID SHUTOFF	129.38
Total Due:	$211.34

T018*2*P01*******AUTO**5-DIGIT 48235
BARBARA ANN LEWIS
19455 OAKFIELD ST
DETROIT MI 48235-3058

Mail Payments To:

DTE Energy
P.O. Box 740786
Cincinnati OH 45274-0786

BILL 1 of 5

For address corrections, please visit dteenergy.com or call 800.477.4747.

Return upper portion with your payment 491604408

SHUTOFF NOTICE

Contact Information

Gas Leak or Gas Emergency	800.947.5000
Customer Service or Power Outage	800.477.4747
Hearing-Impaired TDD Line	800.888.6886 (Mon-Fri 8am-5pm)
Web Site	dteenergy.com

Programs you are enrolled in

Senior Program

Summary of Charges

Account Number 2544 007 0003 8

BILL 1

Account Balance as of Apr 26, 2013	329.38
Payment Received May 08, 2013 Thank You!	- 200.00
Balance Prior to Current Charges	129.38

Your account remains past due. Please pay $129.38 before June 12, 2013 to avoid SHUTOFF.

Current Charges	
DTE Gas Company Residential Gas Heating	35.62
DTE Electric Company Residential Electric Service	44.26
Other Charges and Credits	2.08
Total Current Charges	81.96
Account Balance as of May 28, 2013	$211.34

Your current charges are due on June 19, 2013. A 2% late payment charge will be applied if paid after the due date.

MAYBE — FIRST SMART METER INSTALLED.

Important Information

If your service is shut off, please call 800.477.4747 to obtain the total amount required to restore service. This will include the past-due amount, a reconnect charge, a deposit and all other past due amounts before your service is restored. If DTE Energy is your provider for gas and electric, the past-due amount required applies to both services. If you have an Advanced Meter your service will be shut off remotely without a visit to your location.

Your meter was changed on May 8, 2013. Meter 8834019 with a last billed reading of 8932 was removed with a read of FNL-READ WITH multplier OF 0 . The new meter was installed with a read of 0.

The average DTE Gas Company residential customer is expected to save $2.52 each month because of energy optimization programs over the program life.

The average DTE Electric Company residential customer is expected to save $6.94 each month because of energy optimization programs over the remaining program life.

For the average Michigan residential customer, renewable energy is estimated to avoid $3.90 per month of new coal-fired generation costs.

On April 16, 2013 the MPSC authorized an Infrastructure Recovery Mechanism (IRM) surcharge in case U-16999. This surcharge allows DTE Gas to recover costs to upgrade pipelines, mains and meters and is effective with bills rendered on and after May 1, 2013. For more information, go online to dteenergy.com/gasrates.

DTE Energy is implementing an increase in the Gas Cost Recovery (GCR) rate, which is reflected in your May bill

Keep lower portion for your records

REMINDER

EXHIBIT A

Contact Information

Gas Leak or Gas Emergency	800.947.5000
Customer Service or Power Outage	800.477.4747
Hearing Impaired TDD Line	800.888.6886 (Mon-Fri 8am-5pm)
Web Site	dteenergy.com

Programs you are enrolled in

Senior Program

BILL 2 of 5

Summary of Charges

Account Number 2544 007 0003 8

Account Balance as of Sep 03, 2014	193.61
Payment Received Sep 17, 2014 Thank You!	- 150.00
Balance Prior to Current Charges	43.61
Your account is past due. Please pay the past-due balance now. To pay by phone, call us at 800.477.4747. If paid, please disregard this notice.	
Total Current Charges	80.96
Account Balance as of October 02, 2014	$124.57

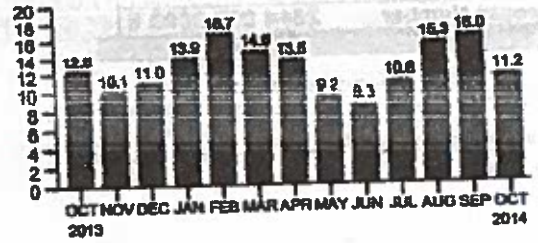
Your current charges are due on October 24, 2014. A 2% late payment charge will be applied if paid after the due date

Your Monthly Energy Usage

For ways to save energy and save money, go to dteenergy.com/saveenergy

ELECTRIC

KWH



Your usage is based on an ACTUAL meter reading

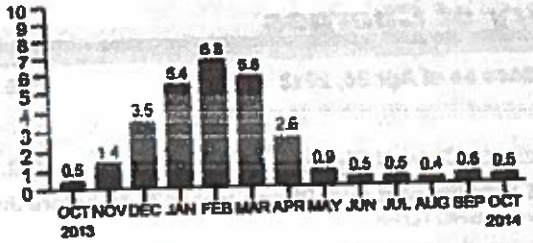
Average Usage per day

	Current Month	Last Month	Year Ago
KWH Usage	11.2	16.0	12.5
Change		-30%	-10%

Your average daily electric cost for this period was $1.86

GAS

CCF



Your usage is based on an ACTUAL meter reading

Average Usage per day

	Current Month	Last Month	Year Ago
CCF Usage	0.5	0.6	0.5
Change		-16%	0%

Your average daily gas cost for this period was $0.92

Important Information

Your Account Information:

Your meter was changed on September 17, 2014. Meter 1150148 register type CCF with a last billed reading of 977 was removed with a read of 977 . The new meter was installed with a read of 977.

Other Information

The average DTE Gas residential customer is expected to save $2.52 each month because of energy optimization programs over the remaining program life.

DTE Energy

Keep lower portion for your records

EXHIBIT A

Contact Information

Gas Leak or Gas Emergency	800.947.5000
Customer Service or Power Outage	800.477.4747
Hearing-Impaired TDD Line	800.888.6886 (Mon-Fri 8am-5pm)
Web Site	dteenergy.com

Programs you are enrolled in

Senior Program

Summary of Charges

Account Number 2544 007 0003 8

Account Balance as of Jan 05, 2015	**445.46**
Detroit Edison Residential Electric Service	
Transferred Balance From 18492 Oakfield St, Detroit	148.72
Michcon Residential Gas Heating	
Transferred Balance From 18492 Oakfield St, Detroit	264.32
Payment Received Jan 06, 2015 Thank You!	**- 40.00**
Payment Received Feb 05, 2015 Thank You!	**- 180.00**
Balance Prior to Current Charges	**638.50**
Current Charges	
DTE Gas Company Residential Gas Heating	189.03
DTE Electric Company Residential Electric Service	77.94
Total Current Charges	**266.97**
Account Balance as of February 11, 2015	**$905.47**

Bills 3 of 5

Important Information

Your Account Information: PLEASE NOTE !!

Your meter was changed on January 28, 2015. Meter 1150148 register type CCF with a last billed reading of 1280 was removed with a read of 1441 . The new meter was installed with a read of 1441.

Other Information

For the average Michigan residential customer, renewable energy is estimated to avoid $3.08 per month of new coal-fired generation costs.

DTE Energy is implementing a decrease in the Gas Cost Recovery (GCR) rate, which is reflected in your February bill statement. The GCR covers the actual price that DTE Gas pays for the gas you use. For more information, visit dteenergy.com/gasrates.

DTE Electric has implemented service quality and reliability standards defined by the MPSC. These standards provide customers a $25 credit upon request, if investigation of the request determines you have experienced any of the following: A power outage of more than 16 hours under normal conditions; an outage of more than 120 hours under catastrophic conditions; or eight or more outages during a 12-month period. A power outage consists of full or partial loss of service for longer than 5 minutes. If you believe you may be eligible for a bill credit call 800.477.4747 for an application

Your home heating cost from November 1, 2013 to October 31, 2014 was $876.88. This information is needed if you apply for the Michigan home heating tax credit.

DTE offers natural gas customers a security feature to prevent unwanted switching to a different gas supplier. To learn how to activate the Lock-In feature on your DTE natural gas account, go to dteenergy.com/gaslockin.

DTE offers natural gas customers a security feature to prevent unwanted switching to a different gas supplier. To activate the Lock-In feature on your DTE natural gas account, call 800.477.4747

SHUTOFF NOTICE

EXHIBIT A

Contact Information

Gas Leak or Gas Emergency	800.947.5000
Customer Service or Power Outage	800.477.4747
Hearing-Impaired TDD Line	800.888.6886 (Mon-Fri 8am-5pm)
Web Site	dteenergy.com

Programs you are enrolled in

Senior Program

Account Number 2544 007 6003 8

Summary of Charges

BILL 4 of

Account Balance as of Mar 06, 2015	932.87
Payment Received Apr 06, 2015 Thank You!	- 705.47
Balance Prior to Current Charges	227.40

Your account remains past due. Please pay $227.40 before April 20, 2015 to avoid SHUTOFF.

Current Charges	
DTE Gas Company Residential Gas Heating	81.39
DTE Electric Company Residential Electric Service	45.60
Other Charges and Credits	4.05
Total Current Charges	131.04
Account Balance as of April 06, 2015	$358.44

Your current charges are due on April 28, 2015. A 2% late payment charge will be applied if paid after the due date.

Important Information

If your service is shut off, please call 800.477.4747 to obtain the total amount required to restore service. This will include the past-due amount, a reconnect charge, a deposit and all other past due amounts before your service is restored. If DTE Energy is your provider for gas and electric, the past-due amount required applies to both services. If you have an Advanced Meter your service will be shut off remotely without a visit to your location.

NOTE!

Your meter was changed on March 13, 2015. Meter 9103120 register type KWH with a last billed reading of 22900 was removed with a read of 22960 . The new meter was installed with a read of 00000.

For the average Michigan residential customer, renewable energy is estimated to avoid $3.06 per month of new coal-fired generation costs.

DTE Energy is implementing an increase in the Reservation Charge. This charge recovers costs incurred as supplier of last resort for GCR and Gas Choice customers. The increase is reflected in your April bill statement. For more information, visit dteenergy.com/gasrates.

Keep lower portion for your records

EXHIBIT A

Contact Information

Gas Leak or Gas Emergency	800.947.5000
Customer Service or Power Outage	800.477.4747
Hearing-Impaired TDD Line	800.888.6886 (Mon-Fri 8am-5pm)
Web Site	dteenergy.com

Programs you are enrolled in

Senior Program

Summary of Charges

Account Number 2544 007 0003 8

Account Balance as of May 05, 2015	223.48
Payment Received May 11, 2015 Thank You!	- 131.04
Payment Received Jun 09, 2015 Thank You!	- 94.00
Balance Prior to Current Charges	- 1.56
Total Current Charges	139.96
Account Balance as of June 11, 2015	$138.40

BILL 595

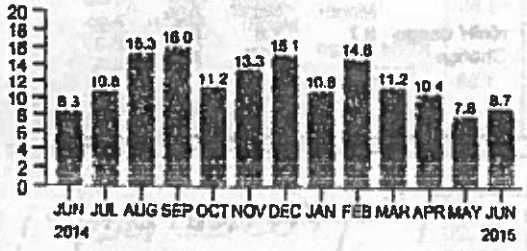
Your current charges are due on July 06, 2015. A 2% late payment charge will be applied if paid after the due date.

Your Monthly Energy Usage

For ways to save energy and save money, go to dteenergy.com/saveenergy

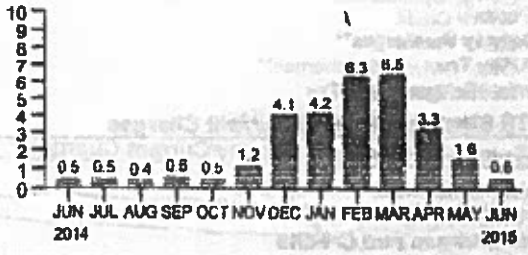
ELECTRIC

KWH



GAS

CCF



Your usage is based on an ACTUAL meter reading

Average Usage per day

	Current Month	Last Month	Year Ago
KWH Usage	8.7	7.8	8.3
Change		11%	4%

Average Usage per day

	Current Month	Last Month	Year Ago
CCF Usage	0.6	1.6	0.5
Change		-62%	20%

Your average daily electric cost for this period was $1.43

Your average daily gas cost for this period was $0.87

Important Information

Your Account Information:

Your meter was changed on May 5, 2015. Meter 7064760A register type KWH with a last billed reading of 463 was removed with a read of 463 . The new meter was installed with a read of 00463.

Other Information

For the average Michigan residential customer, renewable energy is estimated to avoid $3.08 per month of new coal-fired generation costs.

The average DTE Electric residential customer is expected to save $6.94 each month because of energy optimization programs over the remaining program life.

COVER

DTE Energy

PLEASE NOTE: AMI OPT OUT INITIAL FEE THIS BI

Detail of Current Charges

BILL 5

For Service at 18485 Oakfield St, Detroit, MI

DTE Gas Company Residential Gas Heating

Current Charges

Customer Charge			10.50
Gas Distribution Charge	19	CCF @ 0.24942	4.74
Energy Optimization	19	CCF @ 0.01777	0.34
Gas Cost Recovery	19	CCF @ 0.407	7.73
IRM Surcharge			0.88
Reservation Charge	19	CCF @ 0.026	0.49
Detroit Utility Tax			1.23
Residential Michigan Sales Tax			0.99
Total DTE Gas Company Current Charges			**26.90**

Current Billing Information

Service Period	May 04, 2015 - Jun 04, 2015
Days Billed	31
Meter Number	1156148 02
Meter Reading	1828 Actual - 1847 Actual
CCF Used	19

Your next scheduled meter read date is on or around JUL 02, 2015

Usage History - Average per day

	Current Month	Last Month	Year Ago
CCF Usage	0.6	1.6	0.5
Change		-62%	20%

DTE Electric Company Residential Electric Service

Current Charges

Power Supply Charges:			
Power Supply Energy	271	KWH @ 0.06912	18.73
Renewable Energy Plan Surchg			0.43
Other Power Supply Surcharges*			0.70
Delivery Charges:			
Service Charge			6.00
Distribution	271	KWH @ 0.05003	13.56
Energy Optimization	271	KWH @ 0.002768	0.75
VHWF Credit			-1.59
LIEAF Factor			0.97
Other Delivery Surcharges**			1.08
Detroit Utility Tax			1.98
Residential Michigan Sales Tax			1.59
Total DTE Electric Company Current Charges			**44.29**

Current Billing Information

Service Period	May 04, 2015 - Jun 04, 2015
Days Billed	31
Meter Number	7064766 02
Meter Reading	* - 734 Est.
KWH Used	271

Your next scheduled meter read date is on or around JUL 02, 2015

Usage History - Average per day

	Current Month	Last Month	Year Ago
KWH Usage	8.7	7.8	8.3
Change		11%	4%

Other Charges and Credits

Late Payment Charge	1.66
AMI Opt-out Initial Fee	67.20
Total Other Charges and Credits	**68.86**

PLEASE NOTE!!

Total Current Charges **139.96**

*Other Power Supply Surcharges include costs associated with Power Supply Cost Recovery (PSCR).

**Other Delivery Surcharges include Nuclear Decommissioning, and U-16472 RRA.

2544007008038 0000000 B

DTE En

10/21/2015

RBB**T008*2*P01*******AUTO**3-DIGIT 482
BARBARA ANN LEWIS-CLARK
18485 OAKFIELD ST
DETROIT MI 48235-3058

Dear Barbara Lewis-Clark:

Thank you for contacting DTE Energy concerning your bill. We value your business and want to ensure acc billing information.

We have confirmed that your electric meter usage for services at: 18485 OAKFIELD ST DETROIT MI 48235 has been incorrectly recorded. Your account has been corrected as of 10/21/2015, and you will be re-billed correct usage. These changes, resulting in a lower bill, will appear on your next bill statement.

If you have any further questions please contact our Residential and Commercial Billing Department at 800.7 between 8a.m and 5p.m, Monday – Friday. Please reference account number 2544007 0003. We apologize inconvenience this may have caused.

We appreciate the opportunity to be your energy provider.

Sincerely,

Residential and Commercial Billing
DTE Energy

DTE Energy

One Energy Plaza, Detroit MI 48226-1221

April 29, 2016

EXHIBIT N

MR11
BARBARA ANN LEWIS-CLARK
18485 OAKFIELD ST
DETROIT, MI 48235

Re: Access to meter located at: 18485 OAKFIELD ST in DETROIT
254400700038 Meter: 7064766

Dear Customer,

Our records indicate that there may be a problem with your AMI KWH meter; our records show that you are currently receiving estimated bills.

To ensure accurate billing and proper operation of our equipment, DTE Energy needs access to the AMI KWH meter at your location. DTE Energy will perform this service at no cost to you.

Please contact us as soon as possible at (313) 235-5023 between the hours of 7:30 am – 2:30 pm.

Thank you for your attention to this matter. Your cooperation is appreciated.

Sincerely,

Meter Reading - Consecutive Estimate Team
DTE Energy Company